



COUNTY OF ERIE
POSITION ANNOUNCEMENT
AN EQUAL OPPORTUNITY EMPLOYER

POSTING DATE: AUGUST 12, 2016

CLOSING DATE: AUGUST 26, 2016

TITLE: IT SPECIALIST

GRADE: P-II

DEPARTMENT: PUBLIC SAFETY

BARGAINING UNIT: NON-BARGAINING

ENTRY RATE: \$16.01/HOUR \$33,301/ANNUALLY HOURS PER WEEK: 37.5

PROCEDURE TO APPLY: Please read the **County of Erie Job Application Procedures** before applying. Those wishing to apply for this position shall submit a County Employment Application and a Bid Form stating their qualifications to the Human Resources Department at the Erie County Court House, Room 501, Erie, PA 16501. Apply Monday - Friday, 8:30 am - 4:00 pm.

APPLICATIONS AND BID FORMS CAN BE DOWNLOADED FROM THE INTERNET BY GOING TO THE ERIE COUNTY WEB SITE AT www.eriecountypa.gov AND THEN CLICK ON JOB OPPORTUNITIES. COMPLETED FORMS CAN EITHER BE MAILED TO THE ABOVE ADDRESS OR FAXED TO 814-451-6484.

THE COUNTY OF ERIE IS AN EQUAL OPPORTUNITY EMPLOYER. MEN AND WOMEN OF ALL MINORITY AND NON-MINORITY GROUPS INCLUDING INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY. ALL NEW HIRES ARE SUBJECT TO A CRIMINAL BACKGROUND CHECK.

DUTIES/RESPONSIBILITIES:

Performs desktop and end user support for the Department of Human Services (DHS). Work includes but is not limited to

- Support of desktop and client side peripherals.
- End user support including hardware and application assistance.
- Installing, upgrading and maintaining PC's and related hardware.
- Troubleshoot and support network connectivity infrastructure including Wi-Fi and cabling.
- Responsible for the monitoring and maintenance of daily IT backups.
- Assist in end user training in regards to departmental hardware and applications.
- Inventory of IT equipment.
- Provide "on-call" emergency support.
- Assist IT administrators with server, network, and group policy support.

KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge in the following areas:
 - Windows Servers, Windows 7
 - Antivirus, Disaster Recovery
 - Networking, Wi-Fi, Cabling
- Virtualization and imaging knowledge helpful.
- Ability to conduct research into emerging technologies.
- Must be a team player and work well with people.

MINIMUM REQUIREMENTS/QUALIFICATIONS:

Bachelor's degree in computer science or related field, or (2) year technical degree and (2) years' experience in a progressive IT environment. Experience in a help desk environment, Windows 7, Windows Vista, Microsoft Office and Outlook. Occasional travel is required.

SUPERVISION RECEIVED: Work is performed under the direction of the IT Systems Manager and the County Information Technology Director and is reviewed through reports and conferences.